










User Guide

Hiossen Digital Center Ordering Website

HIOSSSEN
IMPLANT

Table of contents

 Getting Started	Pg. 3
 Website Navigation	Pg. 5
 How to Create a Case	Pg. 6
 How to Use the Case Manager	Pg. 18
 How to Change Your Profile	Pg. 21
 Support	Pg. 22
 VOC	Pg. 23

Getting Started

[Account creation and login]

HIOSSSEN
IMPLANT

Account Number *

Password *

Forgot password?

Login

Need an account? [SIGN UP](#)

[Contact us for Hiossen account number](#)

① Please log in using your current ID and password

② If you are a new customer, please click "Create your account" and fill in the google form

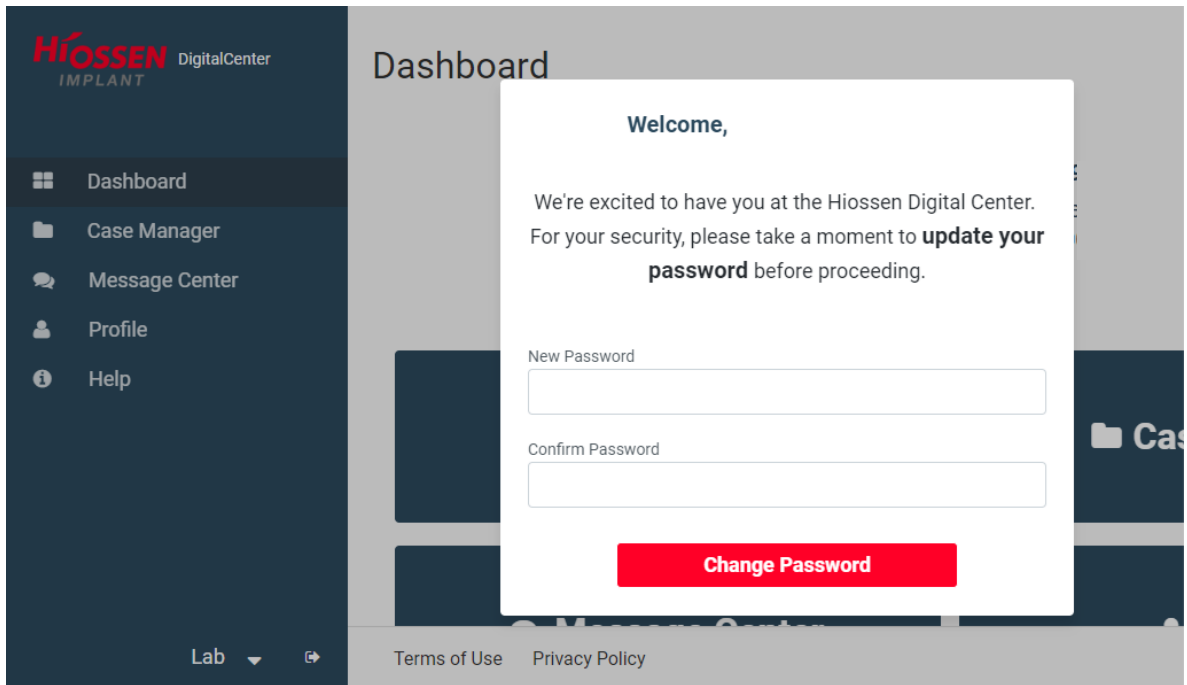
[Note]

The initial password was sent to your registered email
If you don't know the password, please contact us.

smartfit@hiossen.com
digitalpm@hiossen.com

Getting Started

[Account creation and login]



① For security reasons please change your password.

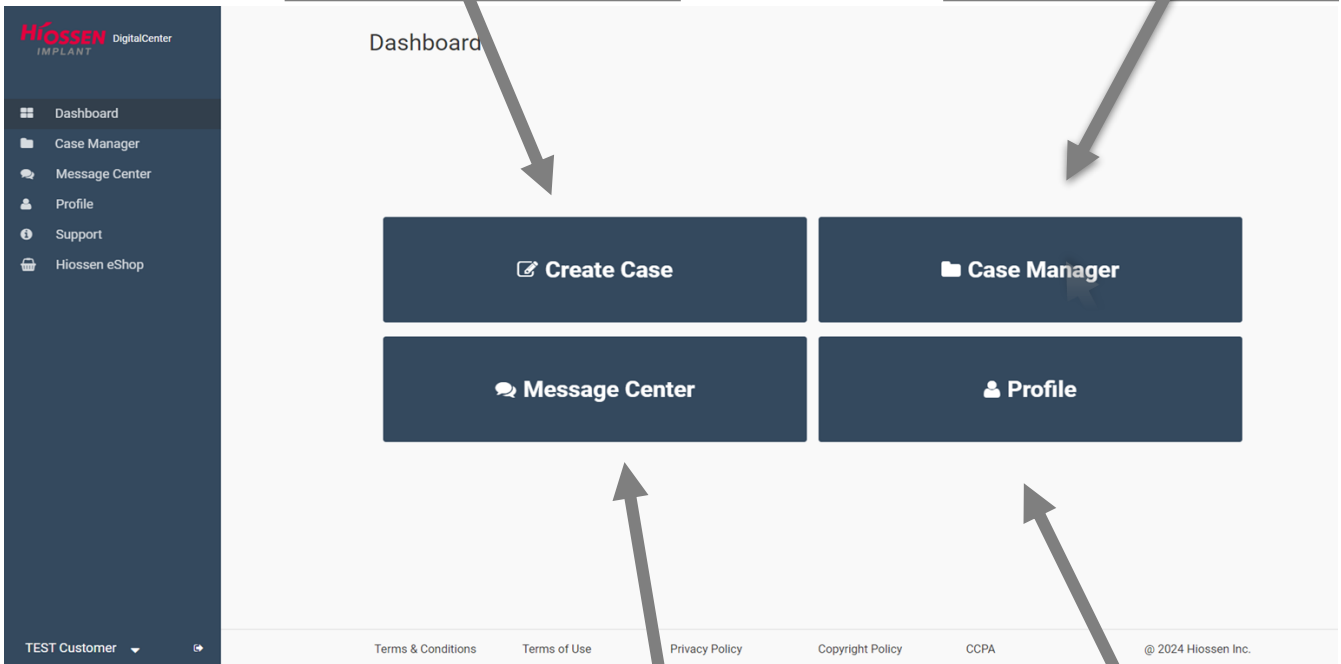
Dashboard  Your password has been reset successfully

② A notification will appear once the password has been successfully changed.

Website Navigation

[Create New cases]
You can create a new case.

[Case Manager]
You can find all the cases you created. You can also add or revise attachments



[Logout]
Please click the icon to logout.

[Message Center]
Chat is available for each case. You can communicate with a lab technician.

[Profile]
You can reset the password or add an email address to receive notices.

How to Create a Case

Create Case Cancel

Patient Name:

Teeth Selection Instruction Information Review Complete



Teeth Image	Tooth #	OneGuide Template	Abutment	Crown
	19	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	18	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

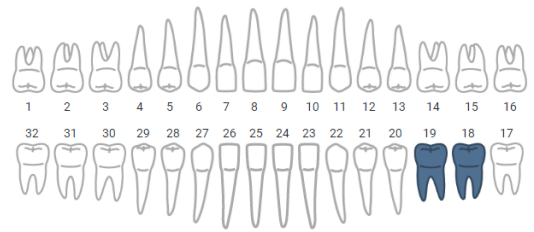
Next



① Please add the patient's name

② Please select the tooth numbers

Patient Name:

Teeth Selection Instruction Attachments Review Complete



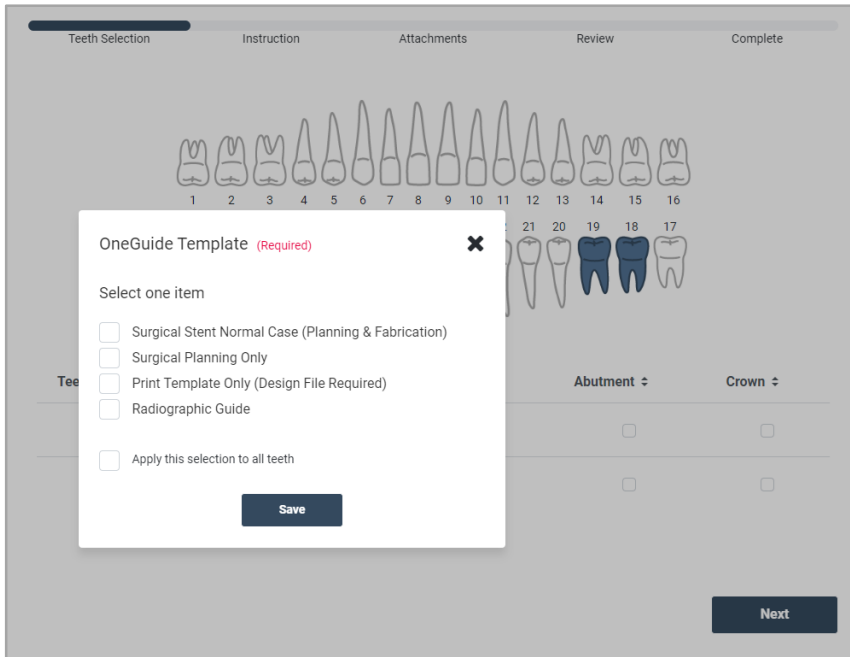
Teeth Image	Tooth #	OneGuide Template	Abutment	Crown
	19	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	18	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Next

③ Please check the empty square boxes to choose the desired items

[Note]
You can cancel it by clicking the selected tooth.

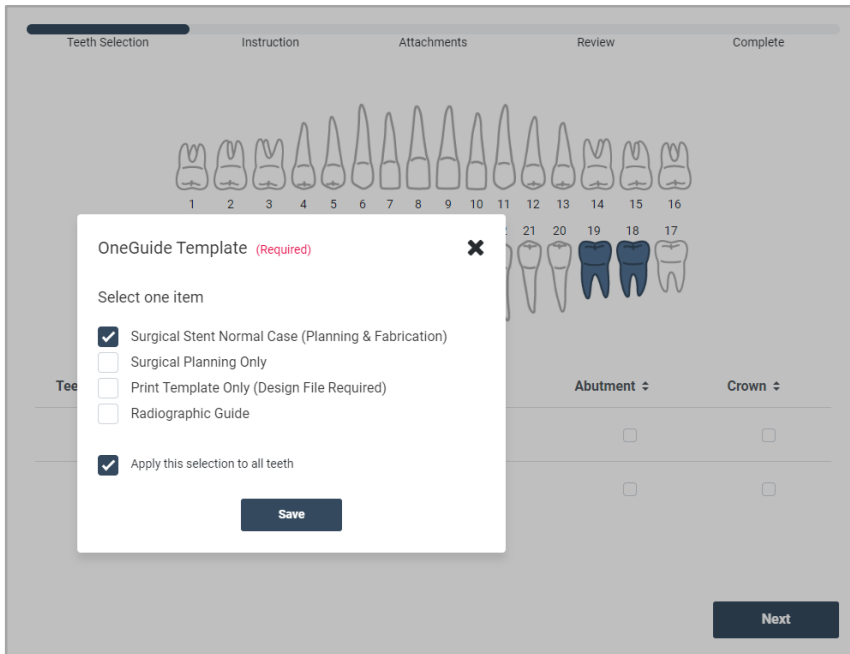
How to Create a Case



① If you click on one of the empty boxes, a pop up will appear to choose specific options.

② Please select the items you want.

[Surgical Stent]



③ If you want to apply this selection to all selected teeth, please check "Apply this selection to all teeth" box.

④ Please click "Save"

How to Create a Case

[Custom Abutment]

Teeth Selection Instruction Attachments Review Complete

Abutment Selection (Required) ✕

Select one item

- Titanium Abutment
- Hybrid Abutment
- Gold Shade Abutment

Implant System (Required)

- ET system EK system

Additional Feature

Connection Please Select One. ▾

Apply this selection to all teeth

Save

Next

[Note]
Please select the desired abutment and implant system(ET/EK).

[Crown]

Teeth Selection Instruction Attachments Review Complete

Crown Selection (Required) ✕

Select one item

- Screw Cement Retained Crown (Bonding X)
* Screw access hole (O)
- Screw Cement Retained Crown (Bonding O)
* Extra fee \$30, No bonding for Bridge & Splinted case
- Cement Retained Crown
* Screw access hole (X)
- Screw Cement Retained Temporary Crown
* Screw access hole (O), Bonding (X)
- Cemented Temporary Crown
* Screw access hole (X)

Shade (Required)

Please Select One. ▾

Apply this selection to all teeth

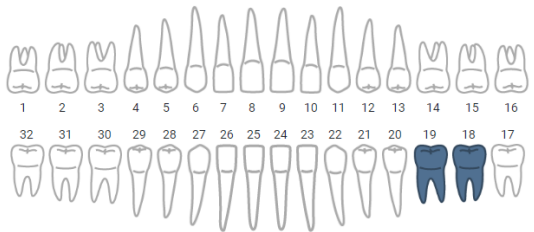
Save



Next

[Note]
Please select the desired crown and shade.

How to Create a Case

Teeth Selection Instruction Attachments Review Complete



Teeth Image	Tooth # ↕	OneGuide Template ↕	Abutment ↕	Crown ↕
	19	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	18	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[Next](#)

⑤ When all items are selected, please click next.

How to Create a Case

OneBox Service: Check this box if you would like the implants and surgical stent to be ordered together.

The screenshot shows the 'Create Case' interface. At the top, there is a 'Cancel' button. Below it, the 'Patient Name' field contains 'Test'. A progress bar indicates the current step is 'Teeth Selection'. A modal window titled 'OneBox Service' is open, containing a checkbox labeled 'OneBox Service' and a text block: 'By checking this box, I agree that the implant will be ordered alongside the surgical stent. The final size will be determined during the surgical planning stage. The implants will be ordered using your selected implant package.' Below the text is a 'Save & Continue' button. In the background, a table lists teeth with columns for 'Teeth Image', 'Tooth #', 'OneGuide Template', 'Abutment', and 'Crown'. The first row shows a tooth image, tooth number 12, and checked boxes for the other three columns. A 'Next' button is visible at the bottom right of the interface.

OneBox Service

OneBox Service By checking this box, I agree that the implant will be ordered alongside the surgical stent. The final size will be determined during the surgical planning stage. The implants will be ordered using your selected implant package.

** Please delete the tooth number(s) you don't wish to continue with for the OneBox Service.*

Tooth #	Preferred Implant System ⇅	Preferred Implant Type ⇅	Preferred Diameter ⇅	Preferred Length ⇅	
12	EK NH System ▼	Implant Type 3 ▼	e.g. 3.5 / 4.0 / 4.5	e.g. 8.5mm / 10mm	

Save & Continue

Fill in the Implant System & Implant Type and click save and continue

How to Create a Case

Create Case

Cancel

Patient Name: Test Test

Teeth Selection

Instruction

Information

Review

Complete

Instructions

Enclosed

I'd like to upload the CBCT DICOM data (ZIP file)

Click to Upload File

I'd like to upload the Intraoral Scan data

I'd like to send the intraoral scan data via other scanner software

Additional

Sending Stone Model

Sending Impressions

① You can add notes in the instructions text box.

② You can upload files. Select which type of file you will upload.

②

How to Create a Case

Enclosed

I'd like to upload the CBCT DICOM data (ZIP file)

Click to Upload File

I'd like to upload the Intraoral Scan data

Click to Upload File

I'd like to send the intraoral scan data via other scanner software

Please share the case number on the scanner software

Additional

Sending Stone Model

Sending Impressions

③ Choose out of the 3 options to upload any files.

You can choose additional options.

④ Please click "Next"

[Note]
If you are not ready,
you can also upload
the file later.

How to Create a Case

Create Case Cancel

Patient Name: Test Test

Teeth SelectionInstructionInformationReviewComplete

Confirm your shipping address *

Name	Phone # ↕	Email ↕	Shipping Address ↕	Send to	Delete
DIGITAL SITE TEST	888-888-8888	hiossen@hiossen.com	270 SYLVAN AVE #1130 ENGLEWOOD CLIFFS, NJ, 07632	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Contact Name:

Best Contact Number:

 Save

Best Contact Email:

 Cancel

Shipping Address:

① Please check if the information for shipping is correct.

② If the address is not correct, you can edit it.

When you change the info and click "Save", then the background color will be changed

③ If you want to cancel it, please click "Cancel".

How to Create a Case

Select Digital Center *

HQ (East): 60 East Bridge Street Suite 2, Morrisville, PA, 19067, USA
Select HQ if:
Surgical Guide cases: Customer code begins with a number from 0 to 7.
Crown & Abutment cases: All customer codes apply.

LA (West): 6940 Beach Blvd. Suite D-401, Buena Park, CA, 90621
Select LA if:
Surgical Guide case: Customer code begins with a number from 8 - 9.

Confirm Schedule

Rush Design
Additional fee: \$20 per implant or crown

Case Delivery Type *

Please Select One. [Rates](#)

1. Express Saver is equivalent to UPS Ground, with delivery times ranging from 3-7 business days.
2. UPS Ground service is not available for Hawaii and Alaska
3. Some delivery types may not be available at certain locations.

Select Due Date *

DUE DATE

10/04/2024

Back **Next**

① You can also choose to ship to the digital center.

② Please choose the delivery type and preferred date.

③ If you click Rates, you can find the table below.

[Note]
Onefit(Smartfit) and Crown are only available at HQ.

Rates

TERM	LBS		
	~1	~2	2~
EXPRESS SAVER	\$ -	\$ -	\$ -
SECOND DAY	\$ 8	\$ 10	\$ 10
STANDARD OVERNIGHT	\$ 12	\$ 13	\$ 15
PRIORITY OVERNIGHT	\$ 13	\$ 15	\$ 16
FIRST OVERNIGHT	\$ 30	\$ 30	\$ 30
SATURDAY DELIVERY	\$ 32	\$ 37	\$ 42

How to Create a Case

Select Digital Center *

HQ (East): 60 East Bridge Street Suite 2, Morrisville, PA, 19067, USA
Select HQ if:
Surgical Guide cases: Customer code begins with a number from 0 to 7.
Crown & Abutment cases: All customer codes apply.

LA (West): 6940 Beach Blvd. Suite D-401, Buena Park, CA, 90621
Select LA if:
Surgical Guide case: Customer code begins with a number from 8 - 9.

Confirm Schedule

Rush Design
Additional fee: \$20 per implant or crown

Case Delivery Type *

Please Select One. [Rates](#)

- Please Select One.
- First Overnight (Next-Day 8:00AM to 9:30AM)
- Priority Overnight (Next-Day 10:00AM to 12:00PM)
- Standard Overnight (Next-Day 3:00PM to End of Business Day)
- Second Day (Second Day by the End of Business Day)
- Express Saver (3-7 Business Day)
- Saturday Delivery

Select Due Date *

DUE DATE

11/11/2024

[Back](#) [Next](#)

① Please choose the delivery type and preferred date.

[Note]
Regular case: 14
(business day)

How to Create a Case

Select Digital Center *

HQ (East): 60 East Bridge Street Suite 2, Morrisville, PA, 19067, USA
Select HQ if:
Surgical Guide cases: Customer code begins with a number from 0 to 7.
Crown & Abutment cases: All customer codes apply.

LA (West): 6940 Beach Blvd. Suite D-401, Buena Park, CA, 90621
Select LA if:
Surgical Guide case: Customer code begins with a number from 8 - 9.

Confirm Schedule

2024 September >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5
6	7	8	9	10	11	12

Select a Date

Back

Next

① select a date and click "Next".

⚠ Please carefully review the information before submitting the case!

② You will see this message appear. Please click it to remove it.

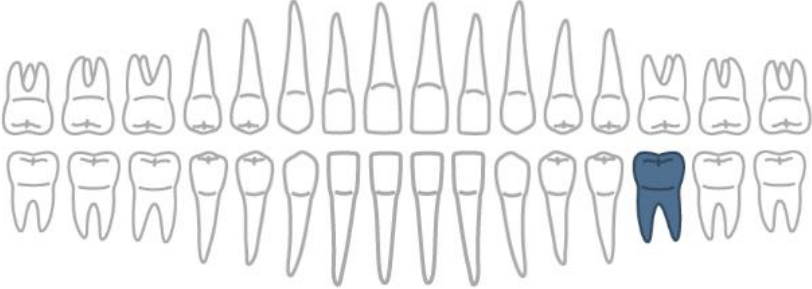
How to Create a Case

Create Case

Cancel

Patient Name: Test Test Due Date: 11/27/2024 Delivery Type: STANDARD OVERNIGHT

Teeth Selection Instruction Information Review Complete



Tooth #	OneGuide Template	Abutment	Implant System	Connection	Crown	Shade
19		Titanium Abutment	ET system			

① Please review the final order page and submit the case

② You can find the cancel icon on the top right side.

[Note]
It will take a few seconds to complete the new case creation.

If your case creation is successful, you can find it in the case manager.

How to Create a Case

HiOSSEN DigitalCenter
IMPLANT

- Dashboard
- Case Manager
- Message Center
- Profile
- Support
- Hiossen eShop

Your order is complete!

Case Number: 300020059

You will receive a confirmation email containing your order details.

Print RX

Return to Case Manager

TEST Customer | Terms & Conditions | Terms of Use | Privacy Policy | Copyright Policy | CCPA | © 2024 Hiossen Inc.

① When a new order is successfully submitted, you can find this page.

② You can also print the RX.

Case Number: 300020050

07632059

Order Date: 09/18/2024
Phone: 888-888-8888

Doctor	Patient
DIGITAL SITE TEST	TEST TEST
Ship Date	Client Due Date
10/02/2024	10/02/2024
Rush Design	Delivery Type
No	SECOND DAY

Tooth#	OneGuide Template	Abutment	Implant System	Connection	Crown	Shade
8	Surgical Stent Normal Case					

Special Instruction	Enclosed
	No Items to show...

Client Contact: DIGITAL SITE TEST 888-888-8888 hiossen@hiossen.com 270 SYLVAN AVE #1130 ENGLEWOOD CLIFFS, NJ, 07632	Lab Contact: SmartFit Center Hiossen 267-759-7071 60 East Bridge Street Suite 2, Morrisville, PA, 19067
--	---

Doctor's Signature: _____

License #: _____

How to Use Case Manager

HiOSSEN DigitalCenter
IMPLANT

Dashboard
Case Manager
Message Center
Profile
Support
Hiossen eShop

TEST Customer

Case Manager

Create Case

300020059

	Created Date	Case Number	Patient	Case Type	Due Date	Status	Tracking Number
1	10/28/2024	300020059	Test Test	Abutment	November 27 2024	Case Submitted	

Terms & Conditions Terms of Use Privacy Policy Copyright Policy CCPA @ 2024 Hiossen Inc.

① You can find all the cases in Case Manager.

② Please click a case number to check order details.

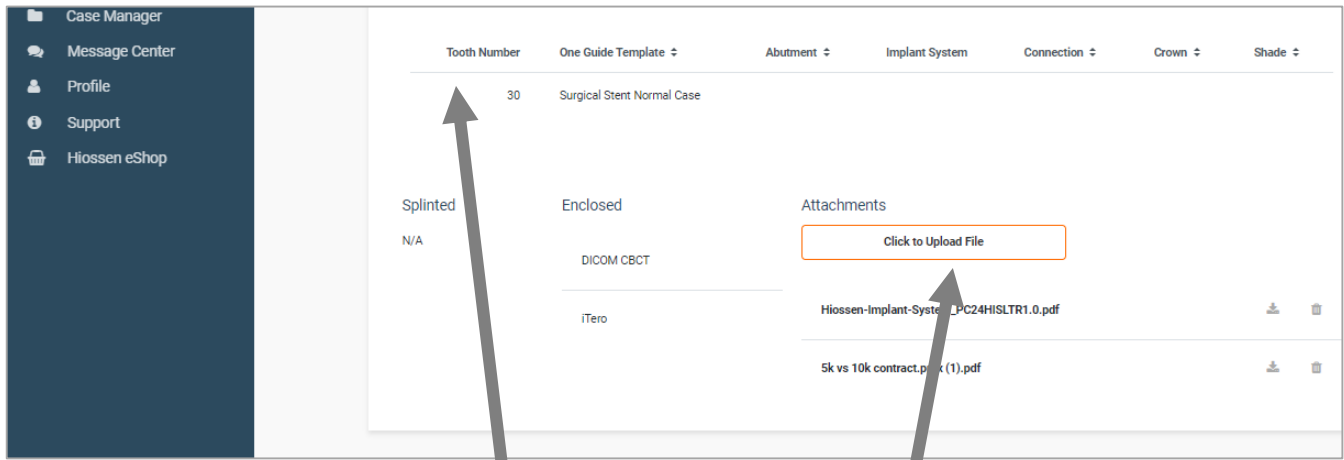
How to Use Case Manager

The screenshot displays the Hiossen DigitalCenter Case Manager interface. On the left is a dark blue sidebar with navigation options: Dashboard, Case Manager, Message Center, Profile, Support, and Hiossen eShop. The main content area shows a case for 'Case Number: 300020059'. It includes a 'Back' button and a 'Print' icon. A patient information card lists: Patient Name: Test Test, Due Date: 11/27/2024, Delivery Type: STANDARD OVERNIGHT, Contact Number: 888-888-8888, Contact Email: hiossen@hiossen.com, and Shipping Address: 270 SYLVAN AVE #1130 ENGLEWOOD CLIFFS, NJ, 07632. Below this is a progress bar and a 'Case Submitted' status. To the right is a chat window titled 'Patient: Test Test' with a 'Type a message' input field and a 'Send' button. At the bottom, there is a 'Teeth Chart' with 16 tooth icons and an 'Instructions' section. The footer contains links for Terms & Conditions, Terms of Use, Privacy Policy, Copyright Policy, CCPA, and a copyright notice for 2024 Hiossen Inc. The user is identified as 'TEST Customer'.

① You can check current order status

② You can communicate with a lab technician via Chat.

How to Use Case Manager



① You can check the order details.

② You can add files.

How to Change Your Profile

Profile

Customer Code: _____

Contact Name: _____

Contact Number: _____

Shipping Address: _____

New Password:

Confirm Password:

Update

Email for notification setting

Email notifications for updates will be sent to the email address saved in your Hiossen account. If you wish to receive notifications at additional email addresses, please add it below and save.

Email address saved in your Hiossen account.

Email address:

Name	Title	Email	Active
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

Add more email **Save**

Terms of Use Privacy Policy @ 2024 Hiossen Inc.

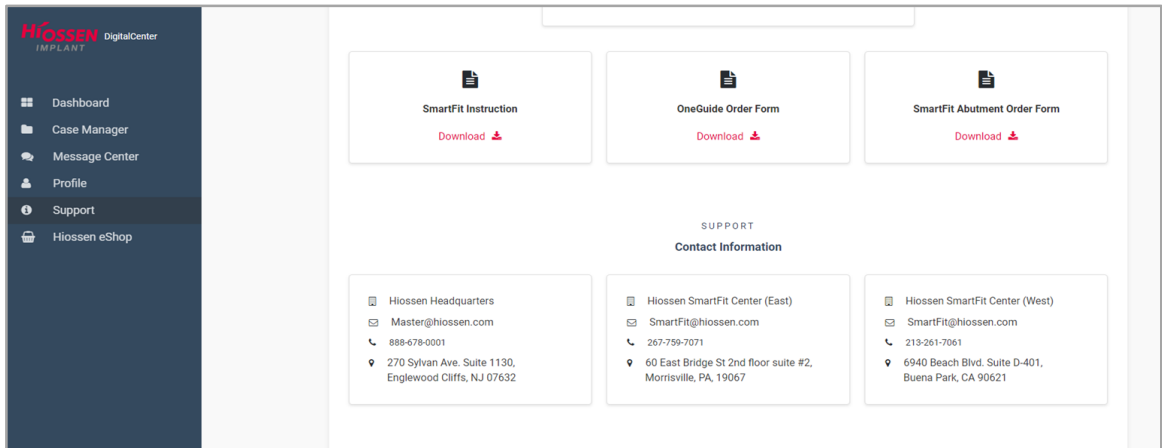
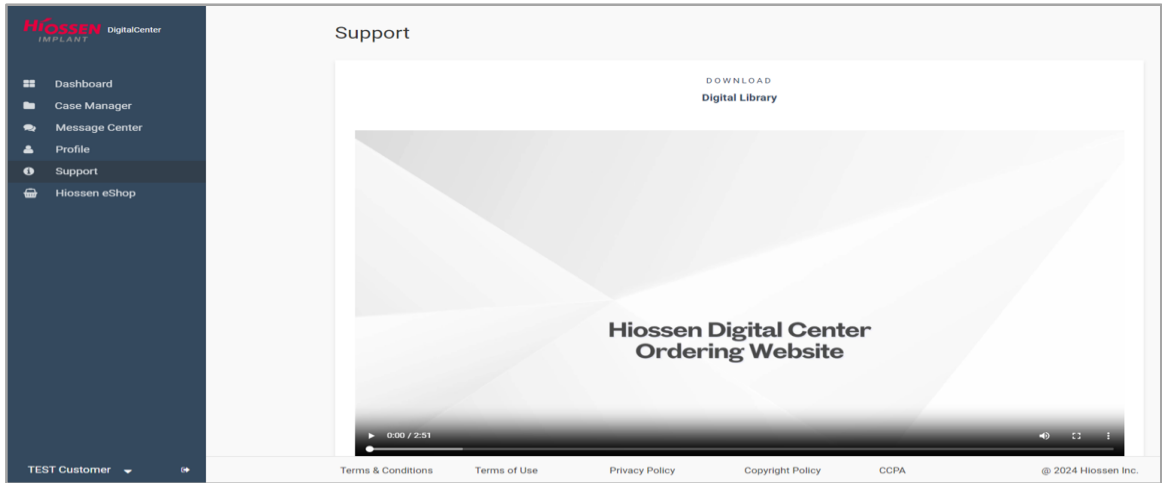
① You can reset your password.

② You can add emails to receive status change notifications.

[Note]
If you want to change your registered email address, please contact your sales reps.

[Note]
If you would like to receive notifications to your email, please check "Activate"

How to Use Support



[Note]
Please download necessary documents
or Find your local Sales Representative

Voice of the Customer

Voice of the Customer

We value your feedback!

We're committed to providing you with the best possible experience on our OneDigital ordering website. Your feedback is crucial in helping us improve and tailor our services to better meet your needs. Please take a moment to share your thoughts, suggestions, and any challenges you've faced while using our website. Whether it's a feature you love or something you'd like to see improved, we want to hear from you.

Thank you for helping us make OneDigital Center even better.
DigitalPM@Hiossen.com

Select case for specific feedback or leave blank for general feedback

-

Specific reason *

-

Leave your feedback here *

Submit

[Note]
Under VOC customers can now give us their feedback.